



Big Brothers Big Sisters
of Calgary and Area

Mentoring Coordinator, Airdrie Community Programs
1.0 FTE (37.5 Hours per Week)

Big Brothers Big Sisters of Calgary and Area (BBBS) is a volunteer-driven organization that provides mentoring programs for children and youth in schools and communities throughout Calgary and surrounding areas. Mentorship is a proven strategy for youth resiliency, future orientation and social support. The presence of a caring adult in a young person's life impacts individuals, society, workplaces, families and communities.

BBBS currently has an exciting and rewarding career opportunity for an **accomplished and passionate Mentoring Coordinator, Airdrie** to join the organization.

The incumbent will be responsible for providing guidance and support for the community mentoring programs, by establishing and maintaining strong internal and external relationships and ensuring sound, and innovative program practices. The incumbent will be responsible for providing match support to ensure safety and positive impacts for young people, as well as carry out recruitment strategies and objectives as they pertain to mentoring in Airdrie.

ACCOUNTABILITIES

- Continually assess the match relationship in accordance with National Standards and Agency Policy to ensure match safety, relationship development, positive youth development and volunteer satisfaction.
- Identify, address and resolve barriers to strengthen the match relationship.
- Assess and provide for individual training needs, resources and support to assure a positive experience for the young person and volunteer, to achieve match longevity and retention and positive youth impact.
- Develop, promote and implement individual and group match and waitlist activities to meet program goals and outcomes through recognition, annual events, and reengagement strategies.
- Support the enrolment and engagement of clients and mentors to reach program goals and targets
- Effectively utilize outcomes measurements and match support tools to assess match impact on youth development.
- Conduct exit interviews and assess reasons for match closure and re-match potential.
- Seek out and share potential community collaborations with supervisor to achieve program goals and recruitment objectives.
- Identify and promote re-engagement of mentor as alumni and board members.
- Ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to National Standards, and Agency Policy's and utilize technology to report, synthesize and input data.

COMPETENCIES:

- Strong written and oral communication skills, with efficiency and attention to detail;
- Knowledge of issues specific to children and youth facing adversity including poverty, neglect, child abuse, domestic violence, and mental health;
- Knowledge of trauma-informed practice;
- Commitment to empowering clients and volunteers through a Strengths-Based approach;
- Demonstrated ability to work from client-centered and anti-oppressive perspectives;
- Cultural awareness, and a commitment to program development that is inclusive, and meets the needs of the diverse populations we serve;
- Demonstrate creativity especially in the areas of problem-solving and programming;
- Knowledge of community resources;
- Excellent leadership and communication skills;
- Good organizational and multi-tasking abilities, including the ability to meet deadlines with high quality of work;
- Demonstrated ability to show initiative and work both independently and as part of a team.

- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel.

QUALIFICATIONS

- Post-Secondary Diploma or Degree in human services field
- Family and youth engagement and assessment skills;
- Knowledge of community resources and community development experience;
- Proven relationship building skills;
- Professional self-presentation;
- Ability to take initiative and ability to work independently ;
- Experience and knowledge working with diverse ethno-cultural communities, vulnerable youth populations and children and youth facing adversity
- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone
- Flexibility to work evening and weekend hours
- Reliable transportation and valid driver's license required
- A language in addition to English will be considered an asset

Big Brothers Big Sisters of Calgary and Area offers a competitive salary and health benefits.

Closing Date: January 12, 2018, or until position is filled

Submit COVER LETTER WITH RESUME AS ONE PDF DOCUMENT to:

Human Resources

Email: hr.calgary@bigbrothersbigsisters.ca

5945 Centre Street SW

Calgary, AB T2H 0C2

Fax: 403-777-3525

Big Brothers Big Sisters of Calgary and Area is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.